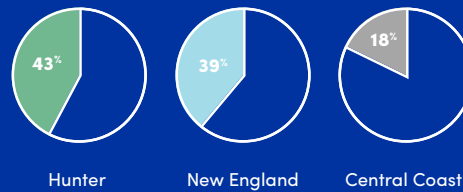


Commissioning Provider Survey

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SERVICE LOCATION OF RESPONDENTS



A number of positive interpretations taken from the survey responses:



77% of respondents said they used the PHN's Needs Assessment.



78% were satisfied with the opportunities they had to input into the PHN Needs Assessment.



58% believed that commissioned services met the needs of their clients extremely or very well.



73% were extremely or very satisfied with their level of support provided by the PHN.



85% rated the PHN's procurement process the same or better than procurement processes of other organisations and funders.

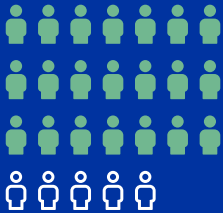


73% rated their experience of establishing a new service contract with the PHN positive.

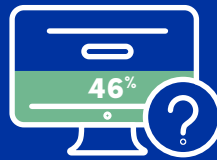
Commissioning Provider Survey

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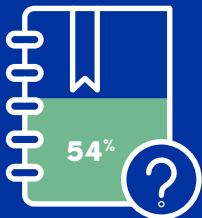
Further observations from the survey responses that provide opportunities for improvement and will form the basis of an Action Plan.



21 of the 26 respondents expressed interested in some further education around completing the QKPI requirements.



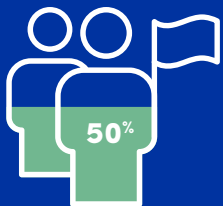
46% were not aware of the Folio Launchpad.



54% of respondents were not aware of the Provider Toolkit.



54% have not or were not sure they have been provided a copy of the quarterly report dashboard.



50% said the QKPI in cultural responsiveness was useful in guiding their organisation.



46% reported the QKPI on PROMs was useful in guiding their organisation in quality improvement.



66% responded that the QKPI on waiting times did not guide them in quality improvements.